



Help Desk Clerk

Posted by: healthy days

Posting date: 09-Apr-2023 **Closing date:** 09-Sep-2023

Education: Bachelor's (Preferred)

Language: English (Required)

Job location:

Salary: \$\$25.17

Years of Experience: Fresher (less than 1 year)

Vacancy: 2

Job Type: Full Time

Job id: CAJ6959210

Job description:

Job Description:

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority, (Island Health) patient safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to Coordinator or designate, the Help Desk Clerk operates a VOIP telephone for Island Health and associated communications equipment such as a Windows-based computer system, in accordance with departmental policies and procedures. Performs an essential role dispatching, tracking, monitoring and escalating requests including, but not limited to, those for beds, spills, etc, by answering, logging, and completing calls, emails, and electronic requests to the appropriate department where required.

QUALIFICATIONS:

Education, Training And Experience

Grade 12 and one (1) year's recent related experience or an equivalent combination of education, training and experience.

Skills And Abilities

- Ability to keyboard at 45 wpm.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal with others effectively.
- Ability to organize work.
- Physical ability to perform the duties of position.
- Ability to operate related equipment.

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